

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (previously cancelled)
2. (previously cancelled)
3. (previously cancelled)
4. (previously cancelled)
5. (previously cancelled)
6. (previously cancelled)
7. (previously cancelled)
8. (previously cancelled)
9. (previously cancelled)
10. (previously cancelled)
11. (previously cancelled)
12. (amended herein) A video graphics apparatus comprising:
 - a graphics engine configured to write graphics data to a first buffer;
 - a copy engine configured to copy the graphics data from the first buffer to a second buffer at an adjustable first speed; and
 - a video engine configured to read the graphics data from the second buffer at a second speed and to provide the read graphics data for display;wherein the first speed is adjustable ~~to match~~ to substantially equal the second speed to thereby reduce tearing.

26. (new) The method of claim 24, further comprising:
- determining a prior navigation location in the Web site for the end-user; and
 - passing an identifier for the prior navigation location to the live support session.
27. (new) The method of claim 26, further comprising:
- receiving data input by the end-user that corresponds to the prior navigation location; and
 - passing the data input by the end-user to the live support session.
28. (new) The method of claim 24, further comprising:
- receiving data input by the end-user that corresponds to the current navigation location; and
 - passing the data input by the end-user to the live support session.
29. (new) The method of claim 24, further comprising:
- recording a live support data item, wherein the live support data item indicates data that was collected in the live-support session; and
 - passing the live-support data item to the automated support session.
30. (new) The method of claim 24, further comprising:
- initiating a second automated support session; and
 - passing the live-support data item to the second automated support session.

31. (new) A computerized method for providing user support, the method

comprising:

passing a navigation event from a content frame to an automated support frame;

initiating an automated help session in the automated support frame, the

automated help session corresponding to the navigation event;

data that was collected from the user in the automated help session;

receiving automated help session initiating a live help session; and

passing the received automated help session data to the live help session.

32. (new) The method of claim 31, further comprising:

receiving content frame data that was collected from the user in the content frame;

passing the received content frame data to the automated help session.

33. (new) The method of claim 31, further comprising:

collecting content frame data from the user in the content frame; and

passing the content frame data to the live help session.

34. (new) The method of claim 31, further comprising:

passing a command from the automated support session to the content frame.

35. (new) The method of claim 31, further comprising:

passing the automated help session data to the content frame.

36. (new) The method of claim 31, wherein the content frame originates from a first domain and the automated support frame originates from a second domain.

37. (new) A computerized method for providing user support, the method comprising:

passing a navigation event from a first frame originating from a first domain to a second frame originating from a second domain;

determining the present navigation location within the first frame using the navigation event; and

initiating an automated help session in the second frame, the automated help session corresponding to the determined present navigation location.

38. (new) The method of claim 37, further comprising:

receiving data that was collected from the user in the automated help session;

initiating a live help session; and

passing the collected data to the live help session.

39. (new) The method of claim 37, further comprising:

receiving data that was collected from a user in the first frame; and

passing the data collected in the first frame to the second frame.

40. (new) The method of claim 37, wherein the first frame comprises a content frame.

41. (new) The method of claim 37, further comprising:
passing a command from the automated help session to the first frame.
42. (new) The method of claim 37, further comprising:
receiving data that was collected in the automated help session; and
passing the data to the first frame.
43. (new) The method of claim 37, further comprising:
receiving data that was collected in the live help session; and
passing the data to the first frame.
44. (new) The method of claim 37, further comprising:
receiving data that was collected from the user in the second frame; and
passing the data to the live help session.